



MACM

MALTA ASSOCIATION OF CREDIT MANAGEMENT

Training Programmes Schedule

January 2019 – June 2019

(Upon request from Members, Training Programmes & Round-table Forums will be held in Maltese)

www.macm.org.mt

Effective Telephone Techniques in Cash Collection

Learning Outcomes

Assess the advantages and disadvantages of telephone communications for cash collections compared to other collections methods.

Explain factors that influence the success of a collections call.

Describe and explain techniques for maximising the effectiveness of a collections call.

Explain how to deal professionally with a range of callers.

Explain how to organise calls to maximise cash collection.

Explain a variety of techniques for dealing with excuses for late payment.

Explain strategies for dealing with non-payment.

Plan and record collections calls over a period of at least a month, describing and explaining approaches and outcomes.

Identify techniques used that were successful.

Work with colleagues, where relevant, to assess how approaches and outcome have involved based on experience and develop an action plan to improve practice.

6 hours duration – 3 sessions of 2 hours each

Dates:

Tuesday, 15th January 2019

Thursday, 17th January 2019

Tuesday, 22nd January 2019

Sessions Time: 2:30pm – 4:45pm (15 minutes Networking Coffee)

Fees:

MACM Members: €200.00 + VAT = €236.00

Non-Members: €275.00 + VAT = €324.50





Effective Telephone Techniques in Cash Collection

3-Lecture Workshop

Registration Form

Name & Surname	
Company Name & Address	
VAT Number <i>(For Invoicing purposes)</i>	
Phone	
Mobile	
e-mail Address	

Date of Lectures:

Tuesday, 15th January 2019
Thursday, 17th January 2019
Tuesday, 22nd January 2019

Fees:

MACM Members: €236.00 *incl* VAT
Non-MACM Members: €324.00 *incl* VAT

*Cheques are to be made payable to
Malta Association of Credit Management.*

Please note that places are limited and registrations are processed on first-come-first-served basis.

Signature/s: _____ Date _____

MACM Training Centre 86/2, Triq ta' Mellu, Mosta MST 3785

Tel: 21423638

Fax: 21423640

email: info@macm.org.mt

website: www.macm.org.mt

The personal data of the participants, including name, telephone number, e-mail address and other details are held by the MACM Training Centre for account and order administration, to facilitate better communication, for security purposes, and subject to the provisions of the GDPR and any other applicable law.

Granting Credit Profitably

Round Table Forum – *sharing and learning from others*

Learning Outcomes

Understanding the importance of effective communication with the Sales people to understand better the market needs

The importance of using a Credit Application Form

Identifying critical clauses for specific industries to be included in the Credit Application Form

Credit Approval – analysing the credit worthiness of the prospective customers

Using the MACM Online System effectively

Invoicing – Timely, Accurate, Complete and Understandable

Making the Monthly Statements effective for cash collection

Half-day: 4 hours duration

The MACM Round-table Forum, directed by an experienced credit professional, is an innovative learning experience for credit controllers and credit practitioners to discuss **Granting Credit Profitably** featuring problem-solving discussions. This set up allows all participants to sit around a table with every other attendee, allowing the widest possible exchange of information, ideas and strategies.

A brunch will be served throughout the session.

Date:

Thursday, 21st February 2019

Time: 9.00am – 1.00pm

Fees:

MACM Members: €140.00 + VAT = €165.20

Non-Members: €200.00 + VAT = €236.00





Granting Credit Profitably Round-table Forum

Registration Form

Name & Surname	
Company Name & Address	
VAT Number <i>(For Invoicing purposes)</i>	
Phone	
Mobile	
e-mail Address	

Date of Lectures:

Thursday, 21st February 2019
9:00 – 13:00

Fees:

MACM Members: €165.20 *incl* VAT
Non-MACM Members: €236.00 *incl* VAT

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Collection of Dues through the Law Courts

Round Table Forum – *sharing and learning from others*

Learning Outcomes

Understanding clearly when to institute a claim at the law court
Identifying the options available to recover debt through the Maltese courts
Establishing the applicable court relative to the claim amount
Learning the procedure of instituting a claim at the local courts
Establishing when and how to claim costs and late payment interest
Ascertaining how the fast track system works to recover debt through court – the Judicial Letter
Understanding what are court judgements, court warrants and enforcement procedures
Learning how and when to register Hypothecs
Identifying the rights of the creditor and the debtor

Half-day: 4 hours duration

The MACM Round-table Forum, directed by an experienced litigation lawyer, is an innovative learning experience for credit controllers and credit practitioners to discuss Collection of Dues through the Law Courts of Malta, featuring problem-solving discussions. This set up allows all participants to sit around a table with every other attendee, allowing the widest possible exchange of information, ideas and strategies.

A brunch will be served throughout the session.

Date:

Thursday, 28th March 2019

Time: 9.00am – 1.00pm

Fees:

MACM Members: €140.00 + VAT = €165.20

Non-Members: €200.00 + VAT = €236.00





Collection of Dues through the Law Courts Round-table Forum

Registration Form

Name & Surname	
Company Name & Address	
VAT Number <i>(For Invoicing purposes)</i>	
Phone	
Mobile	
e-mail Address	

Date of Lectures:

Thursday, 28th March 2019
9:00 – 13:00

Fees:

MACM Members: €165.20 *incl* VAT
Non-MACM Members: €236.00 *incl* VAT

*Cheques are to be made payable to
Malta Association of Credit Management.*

Please note that places are limited and registrations are processed on first-come-first-served basis.

Signature/s: _____ Date _____

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